



User Guide

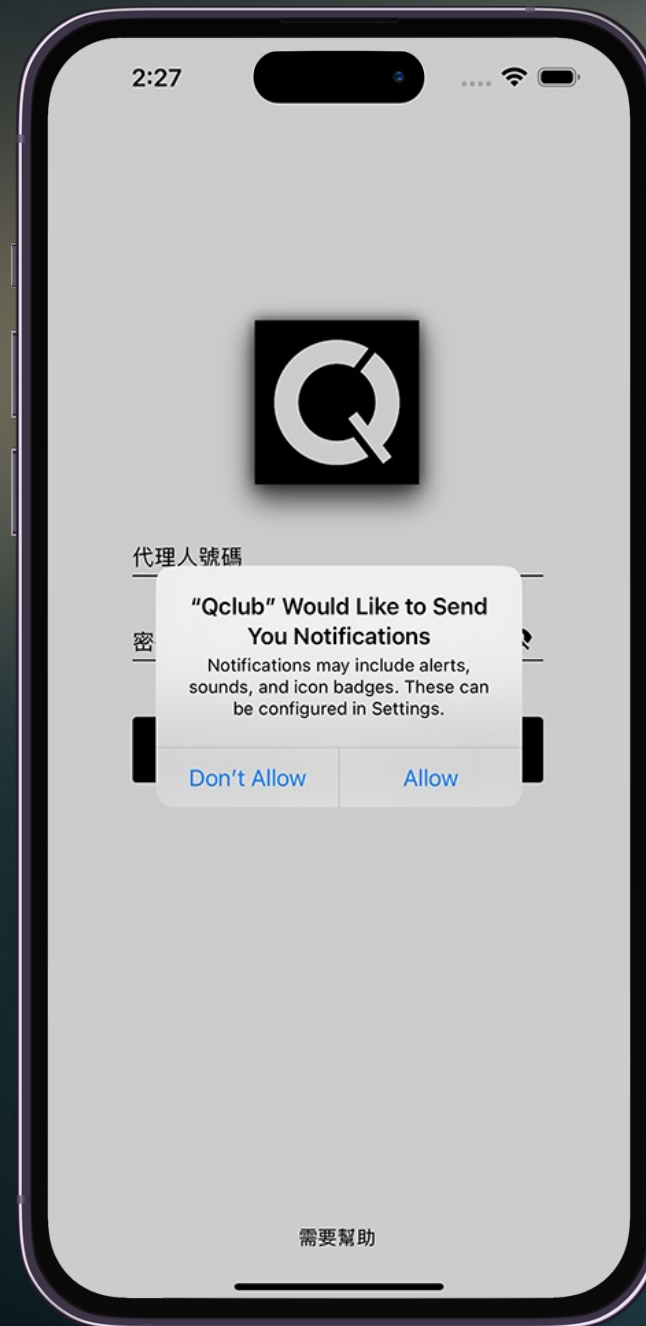
Minimum System Requirement

iOS 13.0
or
Android 10.0

Turn on Notification

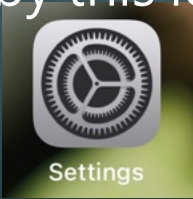
Qclub requires to turn on notification. Otherwise, there will be system error message or failed to login.

It can be switched on by the following procedures.



Notification setting

First close the app completely, and go to Settings by this icon.



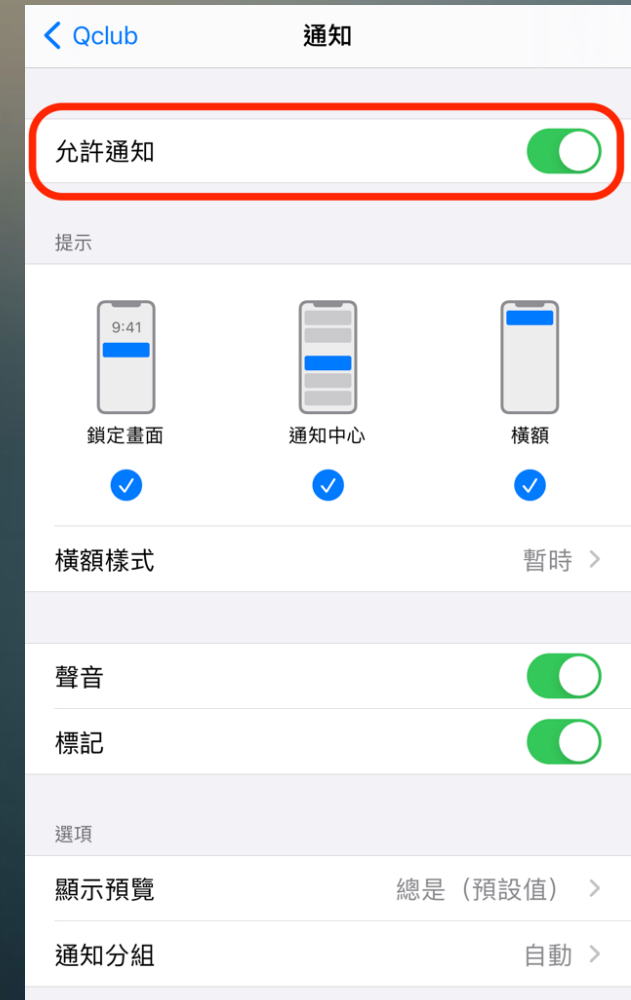
Then scroll down to find



Next find the settings in Notification



Finally turn on the notification for the app



Login

Password is the first 5 characters of HKID. If the HKID is A123456(7) Password will be A1234

The image shows a smartphone screen with a login interface. At the top, the time is 2:33. Below the status bar is a large black square icon with a white 'Q' and a cursor. The form consists of two input fields: the first is labeled '代理人號碼' (Agent Code) and the second is labeled '密碼' (Password). To the right of the password field is a small icon of an eye with a slash through it, used for toggling password visibility. Below the fields is a black button with a white lock icon and the text '密碼登入' (Password Login). At the bottom of the screen, there is a link that says '需要幫助' (Need Help).

Login name is the 6 digits Manulife Agent Code e.g. 345678

Show password

Turn on biometric login

If the phone support biometric authentication (FaceID/TouchID), it can be chosen to use for login.



Biometric authentication

Biometric fast login can be used after turning on.



Member Page

Close tutorial temporarily

Not showing the tutorial anymore



Member Page

Showing member details

會員首頁



Support information

Showing tutorial screen

Flip the card to show RM contacts

可使用分數
1225

已賺取分數
2000

Total points

換領禮品

積分記錄

電子禮券

領取禮品

Available Points for redemption

Member progress bar

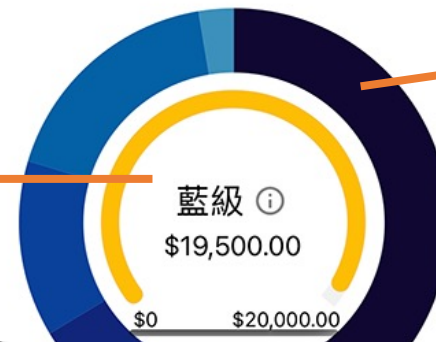
(Next year's level depends on the GWP this year)

Less than HK\$20,000 Blue Level

HK\$20,000 to HK\$150,000 Silver Level

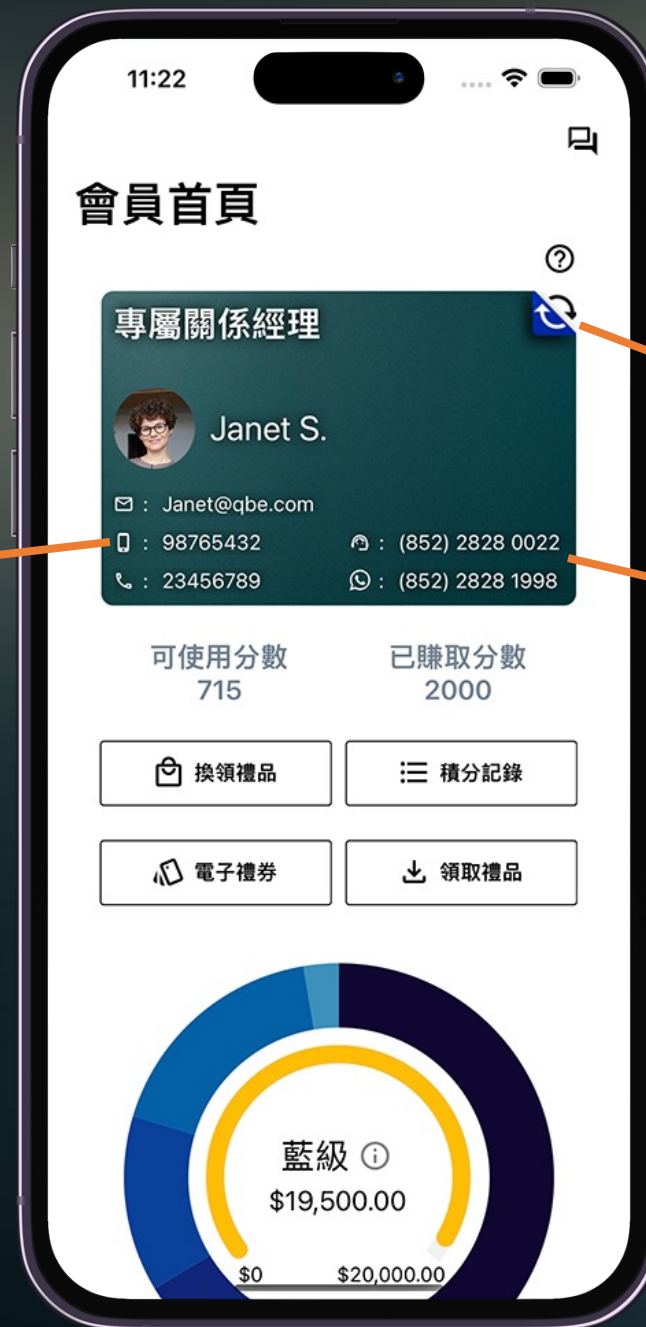
More than HK\$150,000 Diamond Level

Points distribution chart



Member Page

RM Contact details
Click email / office phone
/ mobile to send email or
make a call directly



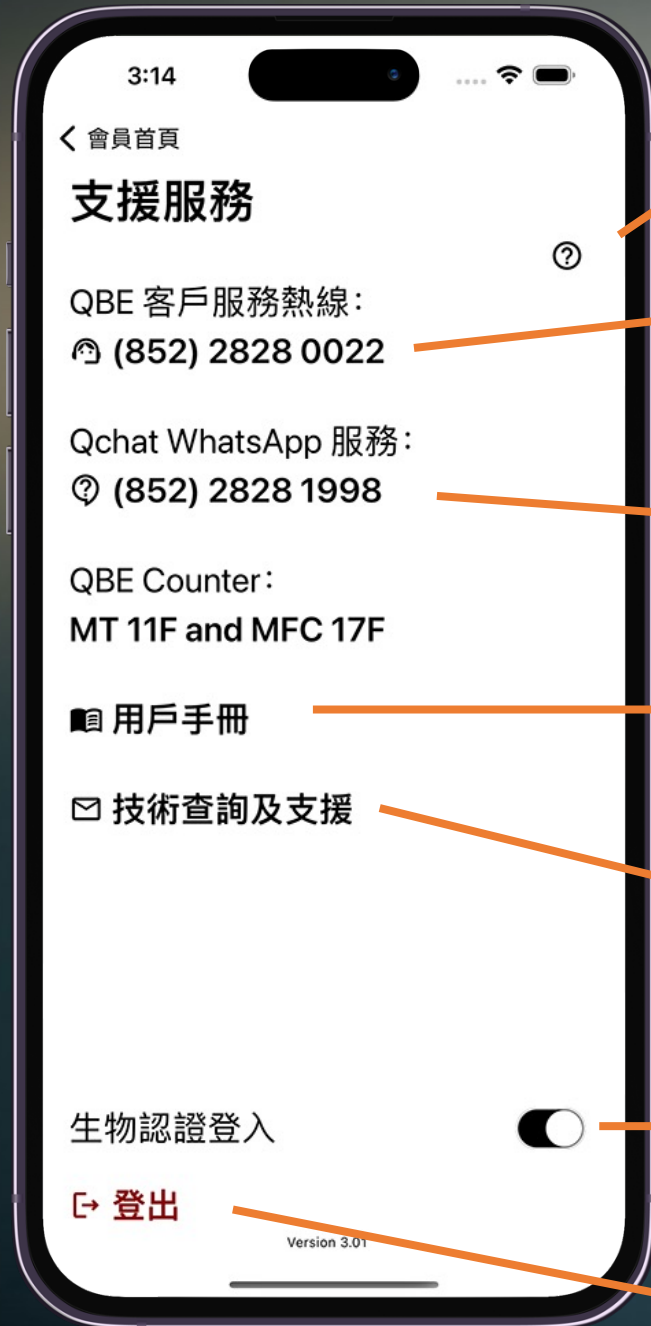
Display member details

QBE Customer service
Click phone number to call QBE
Customer service hotline / Chat
with WhatsApp

Support

Close tutorial temporarily

Do not show the tutorial



Display tutorial

Call QBE Customer hotline

Chat with WhatsApp

This user guild

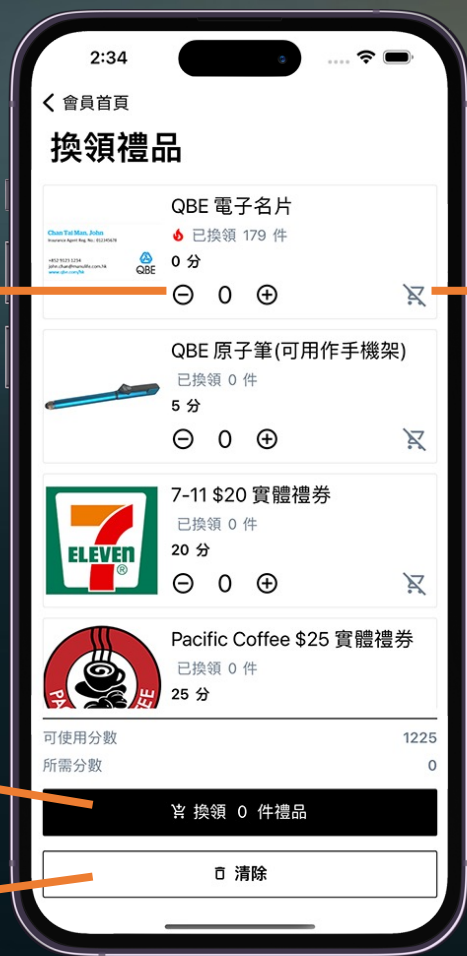
Technical and general Enquiry
enquiry@ascitus.com

Toggle Touch ID / Face ID

Logout Qclub

Redemption

Select quantity

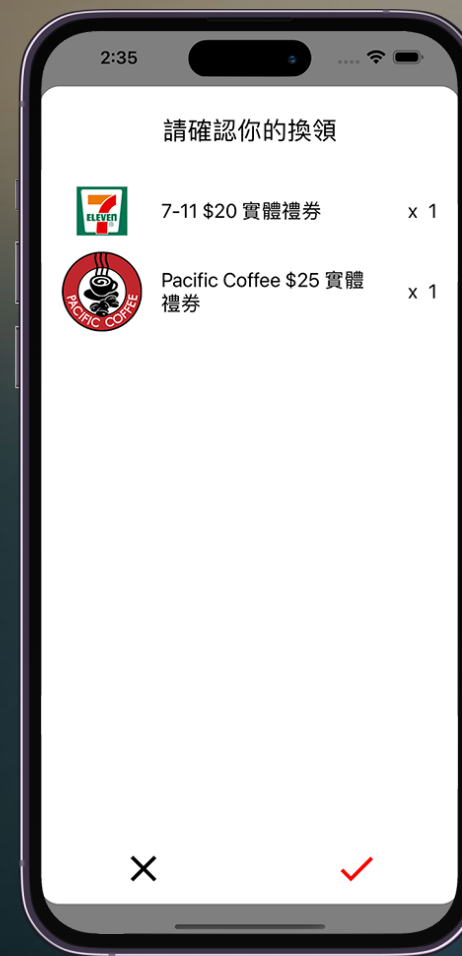


Clear this item

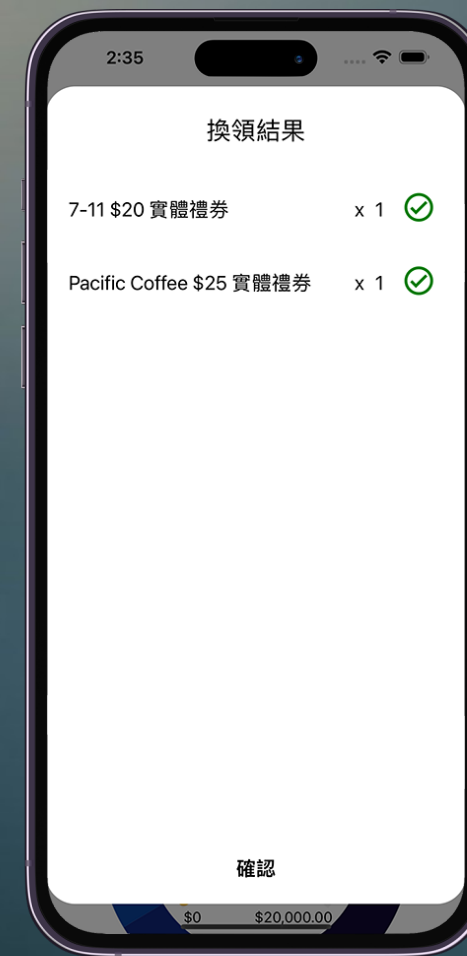
Confirm

Clear all

Final confirmation

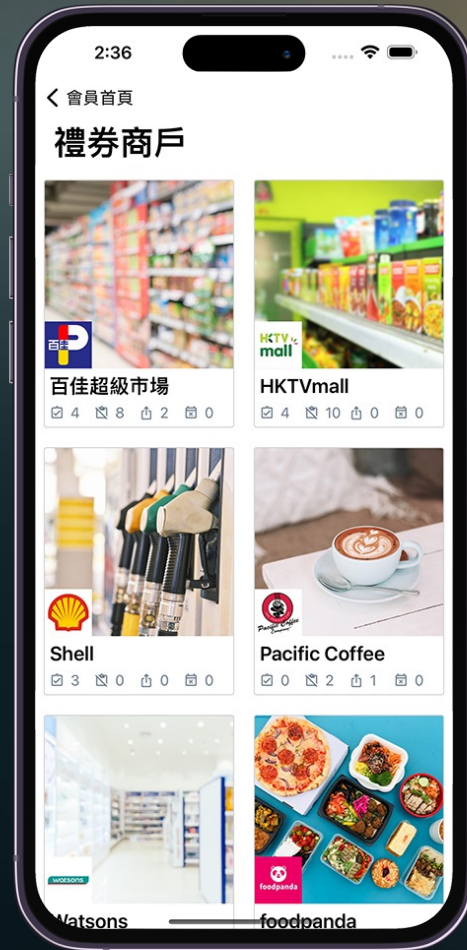


Completed



E-Voucher

Choose Merchant



Voucher status
4 Unused
8 Used
2 Shared
0 Expired

E-Voucher

Unused Vouchers



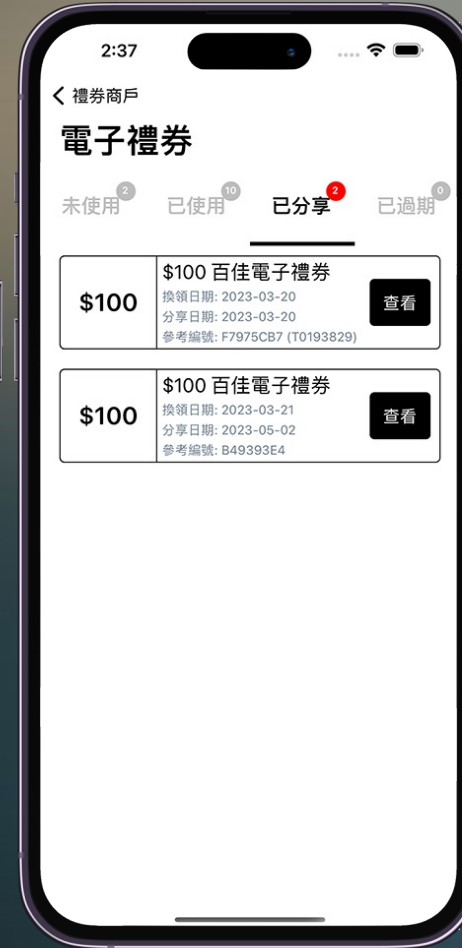
No. of vouchers

Voucher Ref. No.
(for technical enquiry)
“Campaign” or
Policy number will
be shown if voucher
is given for campaign

Used vouchers



Shared vouchers



Expired vouchers



*Voucher can be displayed for used and shared vouchers only.

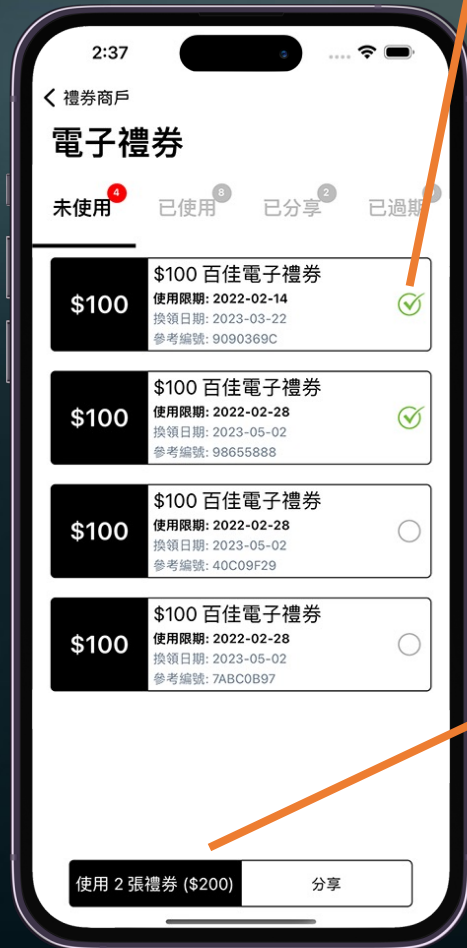
Use e-voucher

Can shown to Merchant to scan after confirmation

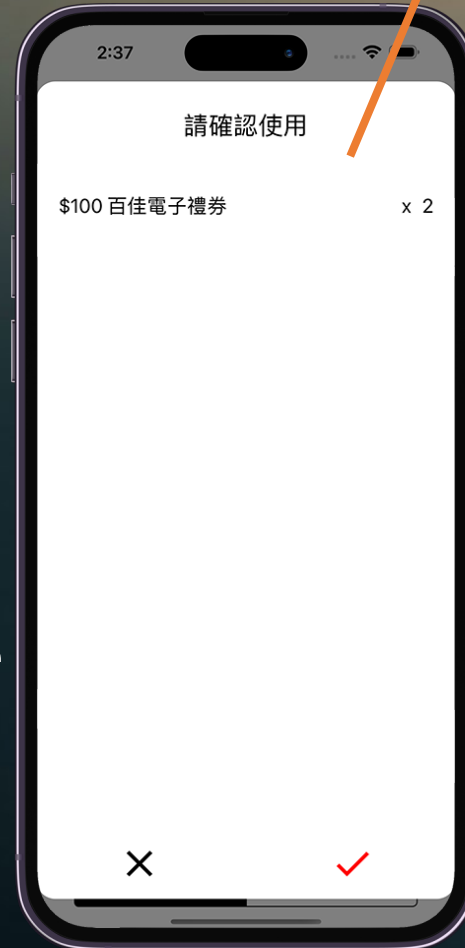
Can choose Previous or Next if more than one were selected

Select voucher

Final confirmation



Choose to use



Redisplay the used e-voucher (HKTVMall)

Choose "Used" vouchers



Click to view

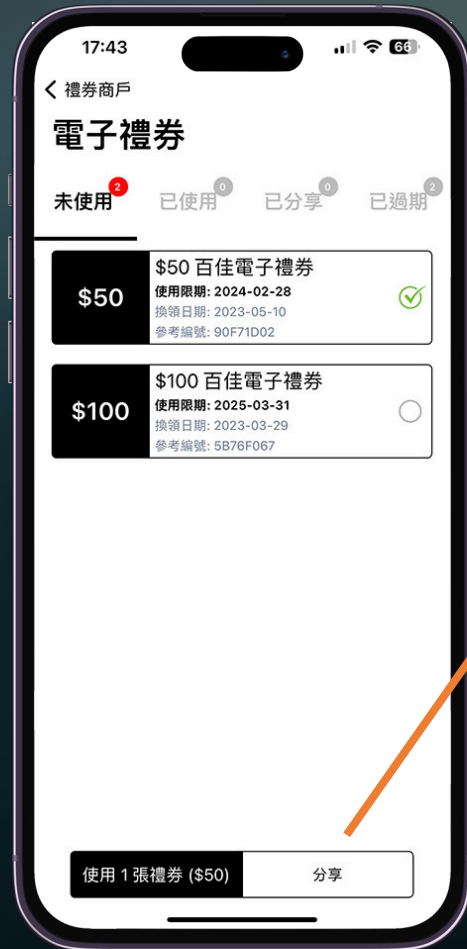


User guild



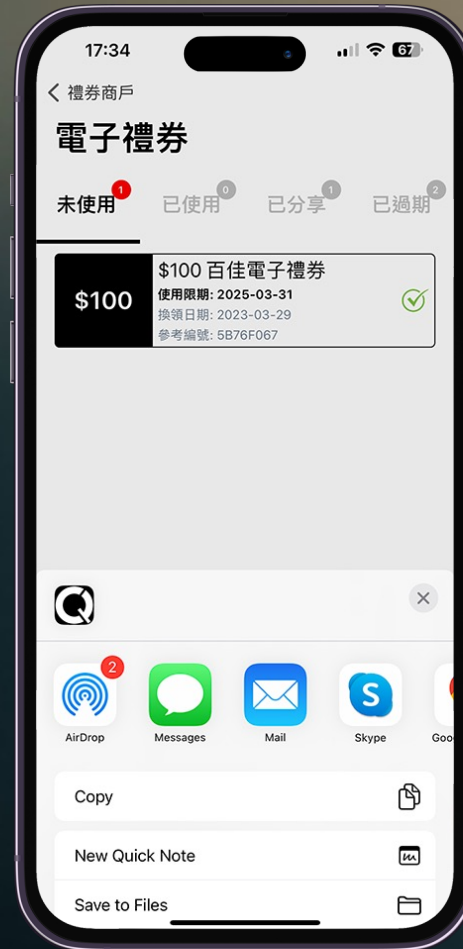
Share e-Vouchers

Choose voucher to share

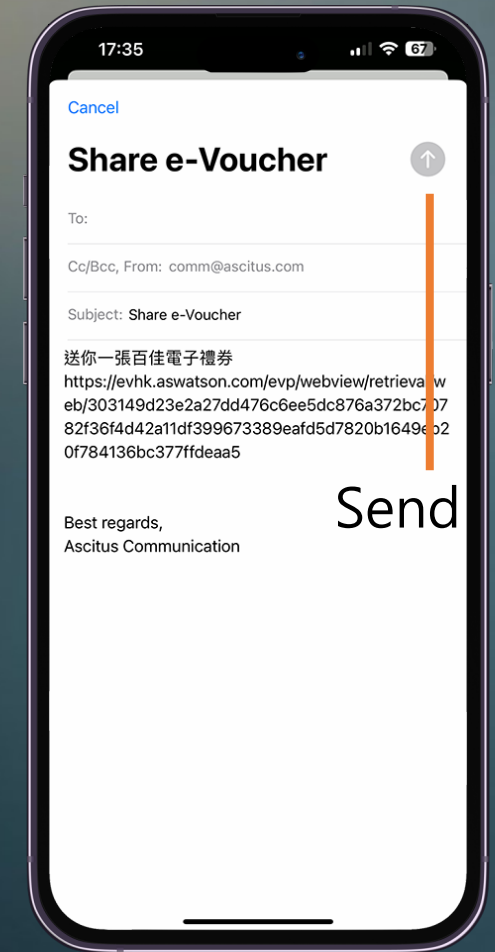


Click to share

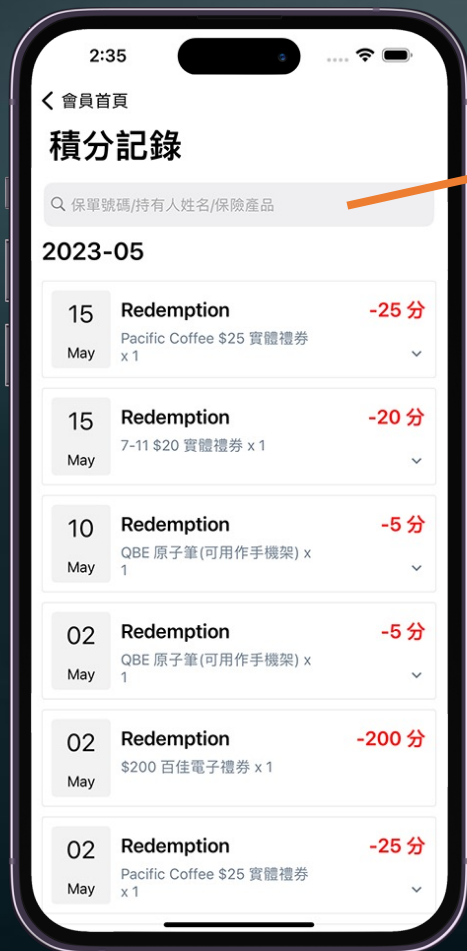
Choose apps to share voucher



Edit sharing message

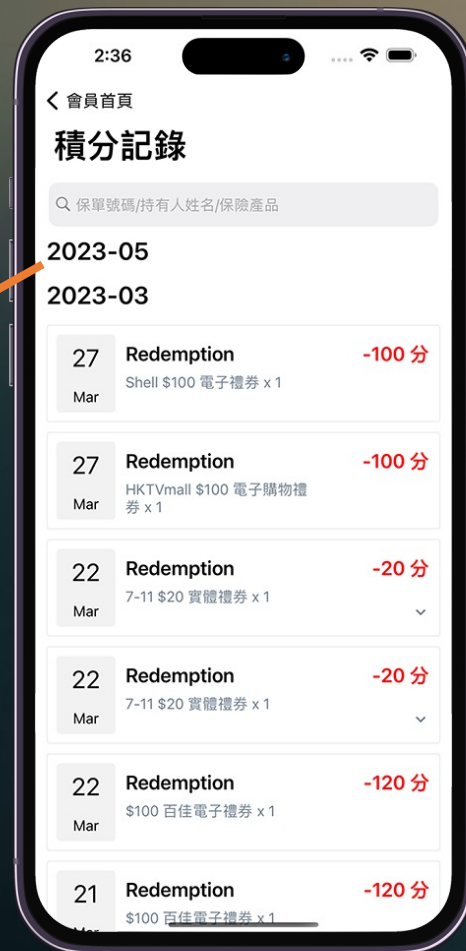


Points transaction

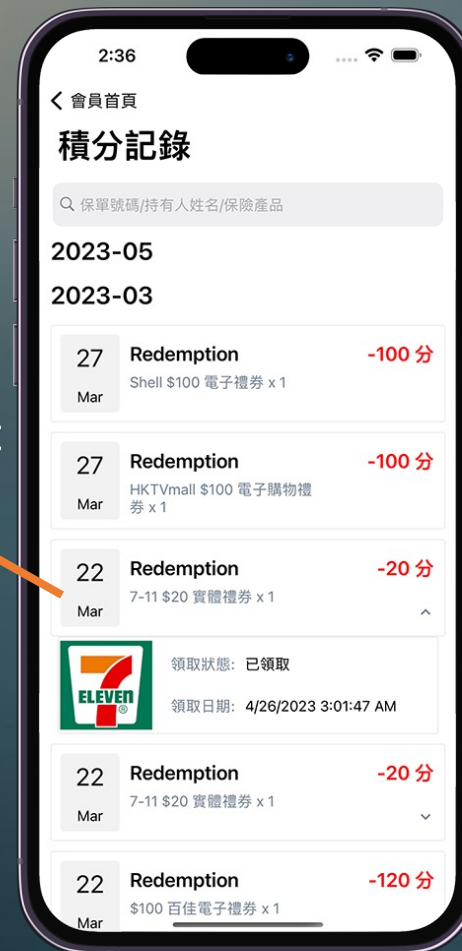


Share policies with points awarded

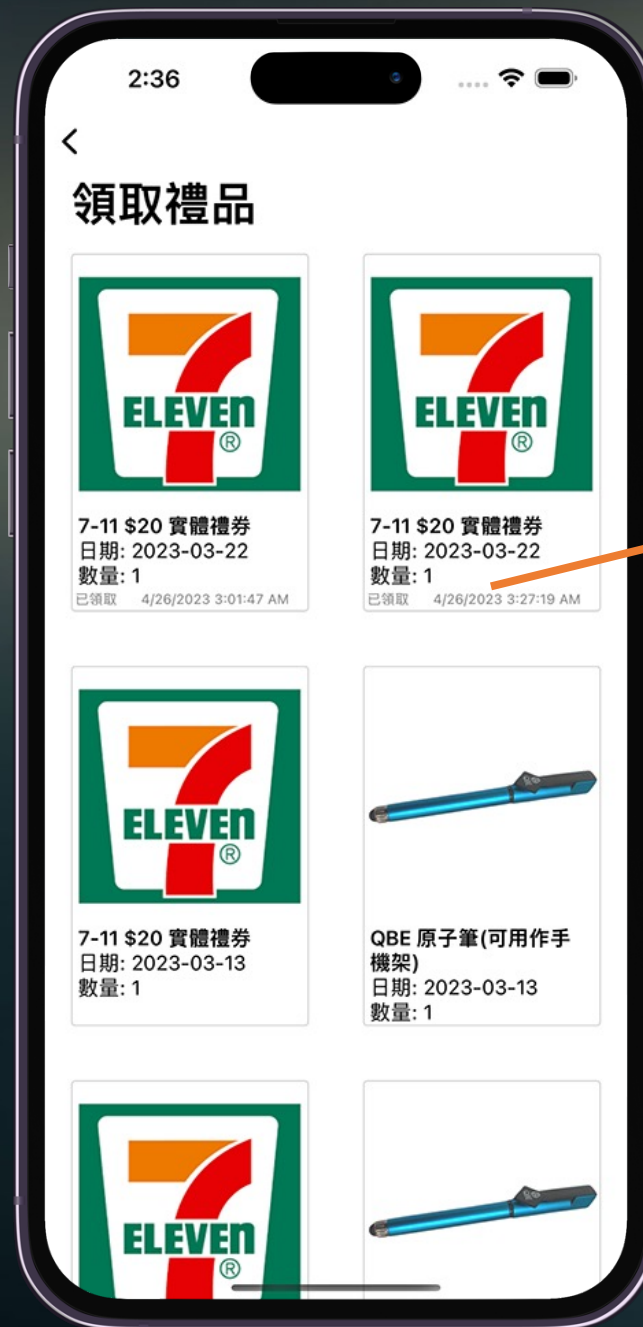
Click the date to hide / expand records



Tap to open physical fulfilment status



Fulfilment



Physical item
fulfilment date and
time